

I can't send emails - Mail. Support

 Send to Kindle

○ I am unable to send emails and see a message that says "Error occurred" ○ I received a message that says "Error occurred. Please try again in a few minutes" ○ I keep receiving the message "Message cannot be sent because it looks like spam". ○ I get the error "Message rejected under suspicion of SPAM" in the mail client. ○ I got the message "This message cannot be sent or saved, as the maximum message size has been exceeded" ○ The email was sent, but it did not reach the recipient ○ Email client froze when sending the email ○ Emails are sent from a different Yandex address. ○ My emails are delayed in getting to their recipients. ○ My issue is not on the list

Why this might happen and how to fix it:

The browser doesn't display the page correctly

To reduce the amount of data you use, the browser saves the pages you visit in the cache. When you view these pages again, the browser may load them from the cache. For example, if the browser loads the incoming mail page from memory, the new message counter shows an outdated value.

Try refreshing the page so that the browser has to load it from the internet. If the problem persists, [clear the browser cache](#) and delete [all cookies](#).

Extensions block Yandex Mail

Yandex Mail may not work properly due to certain browser extensions or add-ons. You can temporarily disable them to determine if this is the case. If ad blockers or antivirus extensions are causing problems with Yandex Mail, then you can add the Yandex Mail page to the list of exceptions for that particular extension.

If you receive a message that says An error occurred. Please try again in a few minutes, this means you are trying to use Yandex Mail to send messages from an address hosted on another email service. Check that [you have a fetcher](#) configured from that mailbox to your Yandex mailbox. You cannot select an address on another mail service as an [alias](#) without a configured fetcher.

If you receive an error message "Message cannot be sent because it looks like spam" ("Spam limit exceeded" or "Message rejected under suspicion") or a prompt to enter captcha numbers, this may be caused by the following:

Messages that are similar or use a template are sent out

Messages that are identical, based on a template, or contain commercial or advertising proposals are being sent from your mailbox. Yandex Mail doesn't allow you to send this type of message. Our service is intended for actual communication between people.

Tip. If you want to send out mass emails to your partners or clients, please use our special mailing services. To find them, use [Yandex search](#).

The daily limit on how many emails you can send was reached

Your mailbox sends out a large number of messages every day, which is regarded as spam by our security system. The messages can be sent with

your involvement, as well as without your knowledge.

To avoid this, Yandex Mail has set restrictions on the number of emails you can send per day. These restrictions cannot be changed or avoided.

Yandex Mail limits

Number of recipients	Restriction
Total for all email in a 24-hour period	500
In one email sent from the site	50
In one email sent from a mail client or over SMTP	35

Attention. Limits can be lowered if Anti-Spam notices the mass emailing of similar messages, templates, spam, advertising, or commercial offers.

Your account was marked as suspicious

Our security system flagged your account as suspicious. This usually happens if you don't link a [secure phone number](#) to your mailbox or enter a fake name in Yandex ID. Check this data and update it if necessary.

Emails are sent to non-existent addresses.

A large number of messages were sent to nonexistent addresses from your mailbox. If an email is sent to a non-existent address, you receive an [automatic non-delivery report](#) .

We received a complaint about a mailing sent from your email address

We received several complaints from users about spam sent from your email address.

If this occurred, sending emails from your mailbox will be blocked. Only sending emails is blocked. You will be able to log in to Yandex Mail and receive emails. If you don't try to send email during this time, the block is automatically lifted after 24 hours, otherwise the block is extended for another 24 hours.

While you are waiting for the block to be removed, follow the recommendations below to avoid similar issues in the future:

1. Check your computer for viruses using free antivirus programs, like [CureIt!](#) by Dr.Web or Kaspersky [Virus Removal Tool](#). Then [change your password](#).
2. Enter your valid [personal details](#) in Yandex ID and link your [phone number](#) to your account.
3. Make sure the your recipients addresses are entered correctly and remain active.
4. Make sure that recipients of your emails have voluntarily agreed to receive them.

If you receive the “Message rejected under suspicion of SPAM” error, this means that Yandex Mail recognized the contents of your email as spam. To resolve the problem, go to [Yandex Mail](#) and send a test email. This shows the system that messages are not being sent by a robot.

Check your computer for viruses using free antivirus programs, like [CureIt!](#) by Dr.Web or Kaspersky [Virus Removal Tool](#).

For more information, see [I got the message "Email can't be sent, because it appears to be spam"](#).

If you receive a message that says An error occurred. This message cannot be sent or saved, as the maximum message size has been exceeded. The message is saved in drafts, this means that the text of the message contains too many characters and images. This is usually due to quoting old messages in a long correspondence. Try shortening the message or create a new one.

Check if the email is in your Sent folder. If the email is not there, an error might have occurred while sending the email – try sending it again.

Sending the email again didn't help

If you have sent a message from your Yandex mailbox but it has been rejected by the recipient's mail server, you will get an automatic report from "Mailer-Daemon" with reasons for non-delivery and the name of the server which rejected passing the message to its destination.

Have you received a non-delivery report?

Specify the address you sent the email to:

To a Yandex address (example@yandex.ru) To another address (example@gmail.com)

The reason for why the email was not received will be indicated in the automatic report. How to find and interpret the error:

1. Find the phrase Diagnostic Code. You will see the error code to the right of it.
2. Find this code in the table below.

Tip. For a quicker search, use **Ctrl+F** for Windows and **Cmd+F** for macOS.

Error code	Reason and solution
Bad recipient address syntax	The email was sent to a non-existing address.
Bad address mailbox syntax	
No correct recipients	Make sure the recipient's address does not include extra punctuation marks, spaces, or quotation marks. Confirm the recipient's email address and resend the message.
No such user	
Recipient address rejected: need fully-qualified address	
Message rejected under suspicion of SPAM	
Client host [<i>IP_host</i>] blocked using spamsource.mail.yandex.net; see...	The email seems to be spam. If only spam is coming from your mailbox, the Yandex mail server will block receipt of messages from it for 24 hours.
Blocked by spam statistics — see...	
Policy rejection on the target address	Your recipient's account has been blocked due to User Agreement violations. Try contacting the recipient by another method and report the problem.

Error code

Reason and solution

If you are the owner of the address to which the message has been sent, you can unblock it yourself. Fill in accurate information about yourself on the [Personal information page](#) and you will be unblocked after a while. If you provided accurate information but weren't unblocked, please contact our support team via the feedback form at the bottom of the page.

Mailbox size exceeded

The recipient's mailbox is full. This usually happens because the recipient rarely uses their mailbox and their mailbox is full.

Mailbox size limit exceeded

Try contacting the recipient by another method and report the problem. The

Message infected by virus

recipient will have to log into Yandex Mail via the web interface to be able to receive emails again.

Error: message file too big

The attached file is too big. The Yandex email server cannot accept your attached

Message size exceeds fixed limit

file due to size restrictions. The maximum size of messages with attachments that can be sent to Yandex mailboxes is 30 MB.

Error code

Reason and solution

Upload your attachment to a file storage service (such as [Yandex Disk](#)) and include a link to it in your message.

Error: timeout exceeded

The recipient's email server is not responding. The recipient's email server took too long to respond and the Yandex email server disconnected and aborted the email delivery.

Try contacting the recipient by another method and report the problem.

Error: too many connections

The Yandex mail server is overloaded because of numerous requests from other servers. This increases the load on the server and slows it down.

Try contacting the recipient by another method and report the problem.

Error: too many recipients

This message has too many recipients: over 35 addresses in the fields To, Cc, and Bcc.

Edit the list of recipients and try again.

The reason for why the email was not received will be indicated in the automatic report. How to find and interpret the error:

1. Find the phrase Diagnostic Code. You will see the error code to the right of it.
2. Find this code in the table below.

Tip. For a quicker search, use **Ctrl+F** for Windows and **Cmd+F** for macOS.

Error code	Reason and solution
Bad destination mailbox address	The email was sent to a non-existing address.
Bad destination system address	
Bad destination mailbox address syntax	Make sure the recipient's address does not include extra punctuation marks, spaces, or quotation marks.
DNS: no such domain	Confirm the recipient's email address and resend the message.
Invalid arguments - possible version mismatch	
Invalid mailbox	
Invalid recipient	
Host or domain name not found	
Mailbox unavailable	
No such user here	

Error code	Reason and solution
The email account that you tried to reach does not exist	
Unrouteable address	
User not found	
User unknown	
Message rejected as spam by Content Filtering	The recipient's email server considers these messages spam.
Message rejected under suspicion of SPAM	Try contacting the recipient or their mail service administration by another method and report the problem.
Message rejected. See http://mail.google.com/support/bin/answer.py?answer=69585 for more information	
Sorry, message looks like SPAM to me	If you are sending legitimate messages to your website users or subscribers, please read <u>Yandex requirements for honest mailing lists.</u>
550 5.7.1 SPF check failed: <i>IP_host</i> is not authorized to send in the name of <i>domain_name</i> . (in reply to RCPT TO command)	
Account is full	The recipient's mailbox is full. This usually

Error code	Reason and solution
Error writing message: Disk quota exceeded	happens because the recipient rarely uses their mailbox and their mailbox is full.
Inbox full	Try contacting the recipient by another method and report the problem.
Over quota	Try contacting the recipient by another method and report the problem.
Quota exceeded	Try contacting the recipient by another method and report the problem.
Recipient's mailbox is full	Try contacting the recipient by another method and report the problem.
User has exhausted allowed storage space	Try contacting the recipient by another method and report the problem.
Policy rejection on the target address	The recipient's address is blocked by their email service.
Recipient rejected	The recipient's address is blocked by their email service.
This account has been disabled or discontinued	Try contacting the recipient by another method and report the problem.
User account disabled for being inactive	Try contacting the recipient by another method and report the problem.
Your emails has been returned because the intended recipient's email account has been suspended.	Try contacting the recipient by another method and report the problem.
Message file too big	The recipient's email server can't handle large messages. The recipient's email service can't accept your email
Message size exceeds fixed limit	The recipient's email server can't handle large messages. The recipient's email service can't accept your email
Message size exceeds fixed maximum message size	The recipient's email server can't handle large messages. The recipient's email service can't accept your email

Error code

Reason and solution

due to restrictions regarding your attached files.

Upload your attachment to a file storage service (such as [Yandex Disk](#)) and include a link to it in your message.

Client host [*IP_host*] blocked using bl.spamcannibal.org; blocked, See: [http://www.spamcannibal.org/cannibal.cgi?page=lookup&lookup=*IP_host*](http://www.spamcannibal.org/cannibal.cgi?page=lookup&lookup=<i>IP_host</i>)

Client host [*IP_host*] blocked using dnsbl-1.uceprotect.net; IP *IP_host* is UCEPROTECT-Level 1 listed. See [http://www.uceprotect.net/rblcheck.php?ipr=*IP_host*](http://www.uceprotect.net/rblcheck.php?ipr=<i>IP_host</i>)

Email blocked by SPAMCANNIBAL — to unblock see...

Email from *IP_host* is currently blocked by Verizon Online's anti-spam system

The Yandex mail server was blacklisted. You can try deleting the Yandex mail server address from the blacklist manually by clicking on the link in the report. You can also contact us by forwarding the full text of the error report using the form below.

Also, try contacting the recipient or his/her mail service administration by another method and report the problem.

Error code

Reason and solution

Recipient address rejected: Blocked by external RBL

Your host [*IP_host*] is blacklisted by dnsbl.sorbs.net. Currently Sending Spam See: http://www.sorbs.net/lookup.shtml?IP_host

Your server IP address is in the bl.spamcannibal.org database

Loop detected! Message rejected

Mail for *email* loops back to myself

Our servers have detected a mail loop

Relay not permitted

Sorry, relaying denied from your location

A loop was detected in sent messages. Check forwarding filters and importers for all of your mailboxes. They may be configured incorrectly. If you are sure the problem is not on your end, contact the recipient by an alternative means of communication to report the problem.

Forwarding prohibited (the recipient's mail server can't identify Yandex Mail servers

Error code

Reason and solution

because the MX records are set up incorrectly).

Try contacting the recipient or their mail service administration by another method and report the problem.

Error verifying the sender. To solve the problem, contact the administration of the recipient's mail service and ask them to enter Yandex Mail email addresses into the whitelist of the sender verification service.

Sender verification failed

If you didn't receive a non-delivery report, it means that your email was successfully delivered to the recipient's mail service. Contact support for that email service to figure out why the message was not delivered. Attach to your request the [properties of the email](#) that you sent.

If your emails are sent from an address on @yandex.com or @ya.ru instead of @yandex.ru, it means that the wrong mail alias is selected in your settings.

You can choose which address to send emails from in the Personal information section in the settings. This will be your default address for all emails. It will also be displayed in the upper-right corner on Yandex Mail pages when you click the user's name and profile picture.

You can choose the address for sending a message on the page where you compose emails. The address you select will only be used for this particular message.

Delays can occur both on Yandex's servers and on the servers of your recipients. To determine the server responsible for the delay, contact our support team using the form below. When filling out the form, include the properties of the delayed email from the recipient's mailbox.

If you haven't found your issue on the list, please contact our support team using the form below.

https://yandex.com/support/mail/web/letter/create/troubleshooting.html#troubleshooting__sending-limits